

**PATENT COOPERATION TREATY**

From the  
INTERNATIONAL SEARCHING AUTHORITY

To:

**TRANSLATION**

**PCT**

**WRITTEN OPINION OF THE  
INTERNATIONAL SEARCHING AUTHORITY**

(PCT Rule 43bis.1)

		Date of mailing (day/month/year)	<b>See form PCT/ISA/210</b>
Applicant's or agent's file reference <b>35591/pct</b>		<b>FOR FURTHER ACTION</b> See paragraph 2 below	
International application No. <b>PCT/FR2005/000555</b>	International filing date (day/month/year) <b>08.03.2005</b>	Priority date (day/month/year) <b>08.03.2004</b>	
International Patent Classification (IPC) or both national classification and IPC <b>H04M3/523</b>			
Applicant <b>BOUYGUES TELECOM</b>			

<p>1. This opinion contains indications relating to the following items:</p> <p><input checked="" type="checkbox"/> Box No. I Basis of the opinion</p> <p><input type="checkbox"/> Box No. II Priority</p> <p><input type="checkbox"/> Box No. III Non-establishment of opinion with regard to novelty, inventive step and industrial applicability</p> <p><input type="checkbox"/> Box No. IV Lack of unity of invention</p> <p><input checked="" type="checkbox"/> Box No. V Reasoned statement under Rule 43bis.1(a)(i) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement</p> <p><input type="checkbox"/> Box No. VI Certain documents cited</p> <p><input checked="" type="checkbox"/> Box No. VII Certain defects in the international application</p> <p><input type="checkbox"/> Box No. VIII Certain observations on the international application</p>
<p>2. <b>FURTHER ACTION</b></p> <p>If a demand for international preliminary examination is made, this opinion will be considered to be a written opinion of the International Preliminary Examining Authority ("IPEA") except that this does not apply where the applicant chooses an Authority other than this one to be the IPEA and the chosen IPEA has notified the International Bureau under Rule 66.1bis(b) that written opinions of this International Searching Authority will not be so considered.</p> <p>If this opinion is, as provided above, considered to be a written opinion of the IPEA, the applicant is invited to submit to the IPEA a written reply together, where appropriate, with amendments, before the expiration of 3 months from the date of mailing of Form PCT/ISA/220 or before the expiration of 22 months from the priority date, whichever expires later.</p> <p>For further options, see Form PCT/ISA/220.</p> <p>3. For further details, see notes to Form PCT/ISA/220.</p>

Name and mailing address of the ISA/EP	Authorized officer
Facsimile No.	Telephone No.

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Box No. I Basis of this opinion

1. With regard to the language, this opinion has been established on the basis of the international application in the language in which it was filed, unless otherwise indicated under this item.  
 This opinion has been established on the basis of a translation from the original language into the following language \_\_\_\_\_, which is the language of a translation furnished for the purposes of international search (under Rule 12.3 and 23.1(b)).
2. With regard to any nucleotide and/or amino acid sequence disclosed in the international application and necessary to the claimed invention, this opinion has been established on the basis of:
  - a. type of material  
 a sequence listing  
 table(s) related to the sequence listing
  - b. format of material  
 in written format  
 in computer readable form
  - c. time of filing/furnishing  
 contained in the international application as filed.  
 filed together with the international application in computer readable form.  
 furnished subsequently to this Authority for the purposes of search.
3.  In addition, in the case that more than one version or copy of a sequence listing and/or table(s) relating thereto has been filed or furnished, the required statements that the information in the subsequent or additional copies is identical to that in the application as filed or does not go beyond the application as filed, as appropriate, were furnished.
4. Additional comments:

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Box No. V	Reasoned statement under Rule 43bis.1(a)(i) with regard to novelty, inventive step or industrial applicability; citations and explanations supporting such statement																									
<p>1. Statement</p> <table> <tr> <td>Novelty (N)</td> <td>Claims</td> <td>1-6</td> <td>YES</td> </tr> <tr> <td></td> <td>Claims</td> <td></td> <td>NO</td> </tr> <tr> <td>Inventive step (IS)</td> <td>Claims</td> <td>1-6</td> <td>YES</td> </tr> <tr> <td></td> <td>Claims</td> <td></td> <td>NO</td> </tr> <tr> <td>Industrial applicability (IA)</td> <td>Claims</td> <td>1-6</td> <td>YES</td> </tr> <tr> <td></td> <td>Claims</td> <td></td> <td>NO</td> </tr> </table>			Novelty (N)	Claims	1-6	YES		Claims		NO	Inventive step (IS)	Claims	1-6	YES		Claims		NO	Industrial applicability (IA)	Claims	1-6	YES		Claims		NO
Novelty (N)	Claims	1-6	YES																							
	Claims		NO																							
Inventive step (IS)	Claims	1-6	YES																							
	Claims		NO																							
Industrial applicability (IA)	Claims	1-6	YES																							
	Claims		NO																							
<p>2. Citations and explanations:</p> <p>The invention relates to a method (independent claim 1) for estimating call and call-back attempts at a call centre and also to a corresponding system (independent claim 5).</p> <p>The available prior art, as represented by the documents cited in the description of the present application, describes solutions for estimating the waiting time in a queue at a call centre without referring to the problem of estimating the number of call attempts.</p> <p>The present invention provides a method that makes it possible directly to assess the number of call and call-back attempts, which allows efficient management of the call centre.</p> <p>WO 01/80540, cited in the international search report, describes a method for predicting and managing the call load, which takes account of the number of abandoned calls but nevertheless does not lead to the method or system defined in claims 1 and 5.</p>																										

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Box No. VII      Certain defects in the international application

The following defects in the form or contents of the international application have been noted:

The word "recall" has been omitted between "which" and "during" in point (c) of claim 1.